

**State Government Council
Nebraska Information Technology Commission
E-Government to Business Initiative
Tuesday December 19, 2000
10 a.m. to Noon
Library Commission Crane Room
Atrium Building, 1200 N Street**

Minutes

A. Participants

Lt. Governor Maurstad

Gary Timm, Insurance (gtimm@doi.state.ne.us)

Bob Shanahan, Labor (bshanahan@dol.state.ne.us)

Jim Ohmberger, IMS/HHS (johmberg@notes.state.ne.us)

Kelly Lammers, Banking (klammers@bkg.state.ne.us)

Jeanette Lee, Banking (jeanette@bkg.state.ne.us)

Steve Williams, DED (swilliams@neded.org)

Cheryl Elton, PSC (celton@navix.net)

John Cariotto, Supreme Court (JCariotto@nsc.state.ne.us)

Dayle Williamson, DNR (daylew@linux3.nrc.state.ne.us)

Tim Erickson, NOL (tim@nol.org)

Jon Ogden, DOR (jogden@dor.state.ne.us)

Lt. Gov. Maurstad (maurstad@notes.state.ne.us)

Steve Schafer, CIO (slschafe@notes.state.ne.us)

Rick Becker, Office of the CIO/NITC (rbecker@cio.state.ne.us)

B. Review purpose of the initiative

Steve Schafer gave an overview of the background and purpose of the meeting. A copy of the presentation will be available on the State Government Council web site (www.nitc.state.ne.us/sgc/) under work groups. The NITC and the Governor have endorsed the State Government Council's E-Government Strategic Plan. The governor has directed the CIO to develop an action plan by March 1, which provides an initial focus on e-government to business interactions. The action plan must include immediate steps and longer-term strategies.

Proposed outcomes for today's meeting included:

- Guidance on how to document what has already been accomplished
- Suggestions for developing short and longer-term objectives
- Recommendations for private sector participants
- Recommendations for other participants
- Next steps

The presentation ended with a review of best practices in other states.

C. Discussion

Following is a summary of comments and issues that surfaced during discussion.

The summary represents a compilation of ideas, rather than a chronological record of statements.

1. An inventory is necessary to quantify progress and guide future efforts. The inventory should include existing forms and interactive functions available on the Internet, a list of categories of businesses that the agency works with, an indicator of highest volume activities involving businesses, and an indicator of the agency's capacity to support e-government. The inventory should generate an index of what is currently available.
2. Washington State has emphasized developing and marketing a brand for e-government services. Nebrask@ Online is the State of Nebraska's brand for e-government services, which belongs to the State rather than the network manager. One issue is whether a separate brand for the portal for businesses would be useful. If not, the question is how to develop and promote the brand as an entry point for information and services. Specific issues include:
 - Marketing
 - Common portal (single point of entry) and methodology
 - Common look and feel
 - Best practices in other jurisdictions
3. Common look and feel: Discussion touched on why and when a common look and feel is important and what it should encompass. The consensus seemed to be that:
 - The underlying purpose is to promote a client perspective by increasing ease of access and integrating presentation of information and services.
 - Ease of navigation and integrated content are critical aspects of achieving a common look and feel.
 - Stylistic issues are far less important and are better left to the discretion of individual agencies who can tailor their web sites to meet the needs of specific client groups.
 - Education and support should be used as strategies for promoting a common look and feel, rather than a bureaucratic regulatory approach.
4. Participants:
 - A local government perspective is essential to the goal of fully integrated access to government information and services. County clerks and city clerks, in particular, are often involved. The League of Municipalities and NACO should be included at an early stage.
 - The work group needs representatives who can provide a general private perspective. Later groups that focus on specific areas should include industry-specific representatives.
 - Attorneys (State Bar Association) should be represented because of their involvement in many government functions.
 - The Chamber of Commerce is another entity that could provide general advice. Other possibilities are LIBA, Small Business Association.
5. Other concerns and issues include:
 - Security
 - Seamless presentation of information and services to the user (client perspective)
 - Infrastructure
 - Integrated data requirements, including differing business rules that govern data
 - In some cases XML can be used to promote data sharing more effectively than application interfaces.
 - Web sites should include a help option, including a point of contact and an option to bailout of doing a function online.

- Moving forms online provides an opportunity to reassess the information collected and consolidate forms.

D. Decide next steps

1. Steve Schafer will expand participants to include the League, NACO, and representatives of business organizations.
2. Rick Becker will develop an inventory instrument
3. Tim Erickson will prepare a matrix showing functions that affect a broad range of businesses and those that are specific to certain sectors. The matrix will also distinguish between start-up and on-going activities. He will coordinate with Steve Williams of DED.
4. Rick Becker and Tim Erickson will post a list serve of participants

E. Meeting Dates -- all times are from 10:00 to noon.

January 10 -- location TBA

January 24 -- DOL conference room

February 7 -- DOL conference room

February 21 -- DOL conference room

February 28 -- location TBA